

## **Frequently Asked Questions**

1. What are the office hours, phone and fax numbers?

|               |                       |                 |
|---------------|-----------------------|-----------------|
| Main Office   | Monday through Friday | 8:00am - 5:00pm |
| Certification | Monday through Friday | 8:00am - 4:00pm |
| Phone #       | (619) 285-6429        |                 |
| FAX #         | (619) 285-6531        |                 |

2. Where is the office located?

6255 Mission Gorge Road  
San Diego, CA 92120-3599  
Corner of Mission Gorge and Glacier (Entrance for EMS is on Glacier)

3. How much does the certification process cost?

|               |   |
|---------------|---|
| EMT           | New/Re-certification - \$17.00 if we take the picture<br>New/ Re-certification - \$15.00 if you provide your own picture  |
| Paramedic     | New - \$17.00 if we take the picture<br>New - \$15.00 if you provide your own picture                                     |
| Paramedic     | Re-certification - \$2.00 if we take the picture<br>Re-certification - Free if you provide the picture                    |
| MICN          | New/ Re-certification - \$17.00 if we take the picture<br>New/ Re-certification - \$15.00 if you provide your own picture |
| System ID     | Free  |
| Defibrillator | Free  |
| Combitube     | Free  |

4. How often do I need to re-certify?

Every two years

5. What is the difference between an EMT Card and a State Fire Marshall's License?

Both are EMT cards, but the card verifies where and by whom you were certified.

6. What happens if I let my certification lapse or expire, and I want to continue to be certified?

Once your certification lapses or expires, you are no longer eligible to work in the prehospital field. NO EXCEPTIONS! To receive a new certification in the County of San Diego you will need to provide proof of a 24-hour refresher course or 24-hours of CE's. If your certification is expired for more than 30 days, you are required to test for the National Registry no matter where you are in your testing cycle.

7. If I have a computer/QA Net problem whom should I contact?

Please contact the Help Desk at (858) 573-3938

8. Why are some cards free and others are not?

The only free card is an "H" card. This card is only an identification card. It serves no certification purposes.

9. How long does the certification process take if I choose to send it through the mail?

Upon receiving the application it will take 5-7 business days to process and verify that all the information provided is current and correct. If a felony or conviction is noted on the application, please allow additional time for processing.

10. Who should I send the application to if processing by the mail?

Emergency Medical Services  
Attn: Certification Processing  
6255 Mission Gorge Road  
San Diego, CA 92120-3599

11. Can I be certified in another county and still work in San Diego?

YES - You are eligible to work in County of San Diego once you provide proof of current out of county certification. Once proof is established a System ID Card will be issued and must be carried with the out of county card at all times.

12. If I am certified out of state **with** the National Registry what can I do to become certified in the County of San Diego?

Provide proof of your National Registry Card and Certificate, along with a current CPR Card. Then pick up an orientation packet and complete the 5 questions at the back of the booklet. This is an open-book test! You have the option to finish it in the office or take it with you. Once the answers have been verified you are then issued a certification.

13. If I am certified out of state **without** the National Registry, what can I do to become certified in the County of San Diego?

You will need to take a 24-hour refresher course and then test for the National Registry Test

14. How does the certification process work if I am in the military?

The same as for someone with a National Registry Card. (See question 12)

15. What are CE's and where can I find them?

CE's - Continuing Education Credits.

Every time you take a class provided through a hospital, transporting agency, or training facility, CE credits can be obtained. You must notify the instructor that you are looking for CE credit to verify that it will be issued.

16. How many CE's are needed for re-certification in the County of San Diego?

24

17. How will I know if a CE is eligible for credit?

Please contact the office or bring in a copy of the CE at the time of certification and a qualified person will verify the credit. Please be aware that all CE's must be at the level of certification or higher. Example: an EMT must obtain CE's at the EMT level and not at the First Responder level.

18. If I am unable to get into a refresher course in San Diego, can I take a refresher course in another County?

YES - You will need to provide proof that the course has been taken. If it is your testing cycle, we prefer that you certify in the county you have tested in. We **DO NOT** receive test scores from other counties!

19. When is the best time to come in to process my certification?

Anytime! Someone will be there at all times during regular business hours to process the certification. Please be aware that the computer system can go down and delay the process.

20. How long will the certification process take if I come into the office?

The certification process usually takes no more than 10 minutes. Please allow more time if there is a felony or conviction, computer problems, and CE verification.

21. Where can I take a Paramedic Accreditation Workshop?

Contact Palomar College at (760) 744-1150 ext. 8150

22. What facilities provide Paramedic training courses?

Southwestern College (619) 482-6352  
Palomar College (760) 744-1150 ext. 8150

23. Does your EMT certification have to be current to attend the Paramedic Program?

YES - Please contact your local training facility for more information on requirements

24. Once the EMS Authority receives my paperwork, how long will it take before I get my state license?

Once the State receives your paperwork it takes anywhere from 10-14 business days to process. Please allow more time if information is incomplete.

25. Why do I need to register with the county if I'm already registered with the state?

The State of California licenses paramedics. Each county has its own policies, procedures and protocols, and may have optional skills. Registering with the County of San Diego acknowledges that the paramedic was "briefed" on County of San Diego protocols.

26. What do I need to bring with me when I am registering for the first time?

|   |   |
|---|---|
| EMT   | Basic Course completion certificate<br>National Registry Card & certificate<br>Current CPR Card       |
| Paramedic                                   | State license<br>Current ACLS Card  |
| MICN  | Base Hospital Orientation<br>Current RN license<br>Basic Course Completion certificate<br>Test Scores |
| System ID                                   | Out of county license or State Fire Marshall Card<br>Current CPR Card                                 |
| Defibrillator                               | Current CPR card<br>Record of Public Safety First Aide Training<br>Defibrillator Course completion    |
| ETAD<br>(Esophageal Tracheal Airway Device) | Current CPR card<br>Current EMT Certification<br>ETAD Course completion                               |

27. Where can I take a Basic EMT Course?

|  |                          |
|--|--------------------------|
| Palomar College                            | (760) 744-1150 ext. 8150 |
| Southwestern College                       | (619) 482-6352           |
| Miramar College                            | (619) 523-3312           |
| Grossmont Health Occupations Center (GHOC) | (619) 596-3690           |
| Emergency Medical Educators (EME)          | (858) 748-5700           |
| East County Medical Training (ECMT)        | (619) 462-4664           |

You will need to contact the individual facilities to verify the dates of the classes.

28. How soon should I start obtaining CE's?

ASAP! It is never too soon to start working on CE's. There is no way of guaranteeing that you will be able to get into a class at the last minute. If you are unable to get into a class at the last minute, then it will be your responsibility to obtain CE's in other ways. Your certification will not be extended.

29. How do I become MICN Certified in the County of San Diego from out of state/county?

You need to be a California registered nurse, have a current ALCS card and complete the MICN certification course, including internship.